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Proposed strategic framework for the period 2008-2009

Part two: biennial programme plan

Programme 1

General Assembly and Economic and Social Council affairs and conference management

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* A/61/50 and Corr.1.



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Overall orientation

1.1 The overall objectives of this programme are: (a) to facilitate, through the provision of technical secretariat support and authoritative advice, the orderly and effective conduct of the deliberations and follow-up actions of the General Assembly, its General and First Committees, its Special Political and Decolonization (Fourth) Committee and various subsidiary organs and its Second and Third Committees, the Economic and Social Council and most of the Council's subsidiary and ad hoc bodies, and the special United Nations conferences and meetings dealing with disarmament, international security and economic, social and related matters; and to assist in the revitalization efforts of the Assembly and other United Nations bodies; and (b) to ensure, through integrated global management, the provision of high-quality conference-servicing support to all intergovernmental and expert bodies meeting at Headquarters and at the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi, and other conferences and meetings held under the auspices of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization.

1.2 The basic mandates for this programme are contained in the rules of procedure of the principal organs of the United Nations. Additional mandates are stipulated by resolutions of the General Assembly and the Economic and Social Council, particularly resolutions on the reform and revitalization of the Assembly and on the pattern of conferences. Overall intergovernmental direction concerning the organization and servicing of meetings is given by the Assembly on the advice of the Committee on Conferences, in accordance with Assembly resolution 43/222 B, which established the terms of reference of the Committee.

1.3 The Department for General Assembly and Conference Management at Headquarters and the conference-servicing organizational entities at the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi are responsible for the implementation of this programme and the achievement of its objectives. Pursuant to Assembly resolutions 57/300 and 60/236 A and B as well as the provisions relevant to conference services of its resolutions on multilingualism, the strategic framework under this programme seeks to make further advancement in integrated global management and the timely issuance of documentation. During the biennium, both technical secretariat support and conference-servicing support to the intergovernmental and expert bodies serviced by the Department will continue to be provided in a proactive and synergistic manner to achieve full-system benefits across conference-servicing duty stations.

1.4 The Department will continue to focus on advance planning for effective management of conference services, optimize workflow, align capacity with expected output and pay special attention to the end results and overall performance. The implementation of global management will continue to evolve in response to new challenges of standardizing administrative policies, practices and procedures across all conference-servicing duty stations. Together with this, the global information technology initiative will allow the identification, development and deployment of standardized and optimized systems in order to achieve a high level of efficient and effective resource utilization and virtualization of operations. Continued focus on training and upgrading of staff skills will facilitate effective

implementation of available new technologies and efficiency tools. These efforts, subject to related provisions of the above-mentioned General Assembly resolutions, will result in enhanced quality, productivity, timeliness and cost-effectiveness of the operations under this programme. Regular client surveys will be used as an important measurement of performance.

A. Conference management, New York

Subprogramme 1

General Assembly and Economic and Social Council affairs¹

Objective of the Organization: to facilitate deliberations and decision-making by intergovernmental bodies*

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved organizational and procedural aspects of meetings servicing as well as enhanced substantive and technical secretariat support to the Member States and other participants at the mandated meetings	(a) Maintained percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the conduct of meetings as well as the level and quality of technical secretariat services
(b) Improved timely preparation and submission of procedural documentation for intergovernmental meetings serviced by the Department for General Assembly and Conference Management	(b) Increased compliance rate with the submission deadline of the final reports of the intergovernmental bodies serviced by the Department

* Intergovernmental bodies refers to the General Assembly, the First, Special Political and Decolonization (Fourth), Second and Third Committees of the Assembly, the Economic and Social Council and their subsidiary bodies at Headquarters, as well as other intergovernmental bodies supported by the Department for General Assembly and Conference Management.

Strategy

1.5 This subprogramme is under the responsibility of the General Assembly and Economic and Social Council Affairs Division of the Department for General Assembly and Conference Management. The strategy to achieve the objective of the subprogramme will include:

(a) Proactive assistance to the presidents/chairpersons and bureaux of the intergovernmental bodies serviced by the Department in strengthening and revitalizing their work. Provision of substantive, analytical and historical information on the proceedings of the General Assembly and the Economic and Social Council and the subsidiary machinery with a view to developing appropriate proposals for review by the bodies concerned;

(b) Proactive assistance to representatives of Member States on all matters relating to the effective scheduling and conduct of meetings, including the provision

¹ The activities covered by subprogramme 1 comprise only those implemented at Headquarters.

of an advance programme of work and the timely issuance of reports and communications;

(c) Coordination of implementation of the resolutions and decisions adopted by the intergovernmental bodies, through the assignment of responsibility to the Secretariat entities for the implementation of those resolutions and decisions.

Subprogramme 2

Planning, development and coordination of conference services

Objective of the Organization: to optimize utilization of meetings and documentation services capacity in a globally coordinated manner

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of the global capacity of integrated conference services, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Increased percentage of capacity utilization for interpretation and documentation services (ii) Increased percentage of shared staffing for meetings held away from established conference-servicing duty stations ^{a,b}
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between the number of meetings planned and the number of meetings held
(d) Strengthening of the responsibility and accountability system within the Secretariat in order to ensure the timely submission of documents for processing and the timely issuance of documents to Member States and participants at meetings, in accordance with the six-week rule for the availability of documentation	(d) (i) Increased percentage of documents submitted by author departments/offices in accordance with the required deadline (ii) Increased percentage of documents submitted on time, within page limits and issued in accordance with the six-week rule (iii) Increased percentage of documents issued in accordance with the six-week rule

(e) Increased provision of conference services to regional and other major groupings of Member States

(e) (i) Percentage of meetings of regional and other major groupings of Member States provided with interpretation services

(ii) Percentage of meetings of regional and other major groupings of member states provided with conference facilities

^a Shared staffing is dependent on the type and venue of meetings. These indicators are global; the same information is presented for each conference-servicing duty station.

^b Work performed by staff on loan from other duty stations is reflected in workload indicators of receiving duty station.

Strategy

1.6 Substantive responsibility for this subprogramme is assigned to the Central Planning and Coordination Service of the Department. The Service will focus on:

(a) Harmonizing policies and procedures at all conference-servicing centres of the Organization;

(b) Achieving global planning and coordination of the calendar of conferences and meetings of the United Nations on the basis of workload statistics, performance indicators and cost information;

(c) Analysing available conference resources for mandated meetings through regular consultations with United Nations intergovernmental and expert bodies at Headquarters and other duty stations with a view to assessing needs and improving capacity utilization for meetings and documentation services;

(d) Establishing mandated pre-session document needs, managing compliance with existing regulations governing the control and limitation of documentation and establishing capacity planning targets for all processing units in order to improve the timeliness of issuance of mandated pre-session documentation;

(e) Providing substantive and technical support to the Committee on Conferences for the effective delivery of its mandate;

(f) Monitoring cost-effective global utilization of conference-servicing resources through regular production and delivery of global statistical reports;

(g) Upgrading and further developing the technological capacity in conference services for users and outreach to clients in order to plan, process, monitor and manage documentation and meeting services more effectively.

Subprogramme 3 Documentation services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials, ensuring due respect for the specificity of each language	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with the quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in percentage of words)

Strategy

1.7 This subprogramme is under the responsibility of the Documentation Division. Emphasis will be placed on achieving greater cost-effectiveness through the further integration of information technology efficiency tools into the Division's workflow in the areas of editing, referencing, terminology support, translation and contractual translation. This will include:

(a) Development and maintenance of a comprehensive integrated terminology database for the United Nations that is fully accessible to both in-house and off-site users;

(b) Ongoing improvement of referencing working methods, including the possibility of providing ready access for translators, editors and others involved in documents production and processing to the reference materials they need to do their job by creating and maintaining a comprehensive searchable archive of reference materials;

(c) Further improvements in documents planning, management and scheduling, which should make it increasingly possible to avoid resorting to self-revision in cases where maintaining the highest standards of quality and consistency would require full revision;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting full virtualization of the Division's operations.

Subprogramme 4

Meetings and publishing services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, verbatim reporting and publishing services	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with interpretation, verbatim reporting and publishing services
(b) Cost-effectiveness of interpretation, verbatim reporting and publishing services	(b) (i) Optimal mix of various modes of interpretation and verbatim services (measured in percentage of workdays) (ii) Increased proportion of printing on demand (measured in pages)

Strategy

1.8 This subprogramme is under the responsibility of the Meetings and Publishing Division. The Division will focus on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation, verbatim reporting and publishing services, in particular through optimum allocation of available resources, information-sharing with other conference centres regarding interpretation workload and training of staff in the application of information technology in interpretation and publishing processes;

(b) Expansion of cost-effective modes of documentation publishing;

(c) Expansion of the pool of qualified freelancers who can perform off-site work;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting workload-sharing among conference-servicing duty stations and virtualization of the Division's operations.

B. Conference management, Geneva²

Subprogramme 2

Planning, development and coordination of conference services

Objective of the Organization: to optimize utilization of meetings and documentation services capacity in a globally coordinated manner

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of the global capacity of integrated conference services, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Increased percentage of capacity utilization for interpretation and documentation services (ii) Increased percentage of shared staffing for meetings held away from established conference-servicing duty stations ^{a,b}
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between the number of meetings planned and the number of meetings held
(d) Strengthening of the responsibility and accountability system within the Secretariat in order to ensure the timely submission of documents for processing and the timely issuance of documents to Member States and participants at meetings, in accordance with the six-week rule for the availability of documentation	(d) (i) Increased percentage of documents submitted by author departments/offices in accordance with the required deadline (ii) Increased percentage of documents submitted on time, within page limits and issued in accordance with the six-week rule (iii) Increased percentage of documents issued in accordance with the six-week rule

² Subprogramme 1 is solely the responsibility of the Department for General Assembly and Conference Management at Headquarters.

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| <p>(e) Increased provision of conference services to regional and other major groupings of Members States</p> | <p>(e) (i) Percentage of meetings of regional and other major groupings of Member States provided with interpretation services</p> <p>(ii) Percentage of meetings of regional and other major groupings of Member States provided with conference facilities</p> |
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^a Shared staffing is dependent on the type and venue of meetings. These indicators are global; the same information is presented for each conference-servicing duty station.

^b Work performed by staff on loan from other duty stations is reflected in workload indicators of receiving duty station.

Strategy

1.9 Within the Conference Services Division of the United Nations Office at Geneva, substantive responsibility for the subprogramme is assigned to the Central Planning and Coordination Service. The Service will focus on:

- (a) Conducting regular consultations with United Nations bodies serviced by the Division with a view to assessing and assisting in formulating their conference-servicing needs;
- (b) Planning and coordinating the calendar of conferences and meetings of the United Nations in Geneva on the basis of workload statistics, performance indicators and cost information;
- (c) Analysing available conference resources for mandated meetings and optimizing submission of all pre-session documentation;
- (d) Establishing mandated pre-session document needs, managing compliance with existing regulations governing the control and limitation of documentation and establishing capacity planning targets for all processing units in order to improve the timeliness of issuance of mandated pre-session documentation;
- (e) Achieving cost-effective global utilization of conference-servicing resources through regular production and delivery of global statistical reports;
- (f) Upgrading and further developing the technological capacity in conference services for users and outreach to clients in order to plan, process, monitor and manage documentation and meeting services more efficiently.

Subprogramme 3

Documentation services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials ensuring due respect for the specificity of each language	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with the quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in percentage of words)

Strategy

1.10 This subprogramme is under the responsibility of the Languages Service and the Editing Section of the Publishing Service. The focus will be on achieving greater cost-effectiveness through the further integration of information technology efficiency tools into the workflow of the Services in the areas of editing, referencing, terminology support, translation and contractual translations. This will include:

(a) Development and maintenance of a comprehensive integrated terminology database for the United Nations that is fully accessible to both in-house and off-site users;

(b) Ongoing improvement of referencing working methods, including the possibility of providing ready access for translators, editors and others involved in documents production and processing to the reference materials they need to do their job by creating and maintaining a comprehensive searchable archive of reference materials;

(c) Further improvements in documents planning, management and scheduling, which should make it increasingly possible to avoid resorting to self-revision in cases where maintaining the highest standards of quality and consistency would require full revision;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting full virtualization of the operations.

Subprogramme 4

Meetings and publishing services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation services (measured in percentage of workdays) (ii) Increased proportion of printing on demand (measured in pages)

Strategy

1.11 This subprogramme is under the responsibility of the Interpretation Service, the Publishing Service and the Text-processing Section of the Languages Service. The focus will be on:

- (a) Implementation of measures ensuring timely delivery of high-quality interpretation and publishing services, in particular through optimum allocation of available resources, information-sharing with other conference centres regarding interpretation workload and training of staff in the application of information technology in interpretation, publishing and text-processing processes;
- (b) Expansion of cost-effective and other modes of documentation publishing;
- (c) Expansion of the pool of qualified freelancers who can perform off-site work;
- (d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting workload-sharing among conference-servicing duty stations and virtualization of the Division's operations.

C. Conference management, Vienna²

Subprogramme 2

Planning, development and coordination of conference services

Objective of the Organization: to optimize utilization of meetings and documentation services capacity in a globally coordinated manner

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) Maintained percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of global capacity of integrated conference services, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Increased percentage of capacity utilization for interpretation and documentation services (ii) Increased percentage of shared staffing for meetings held away from established conference-servicing duty stations ^{a,b}
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between the number of meetings planned and the number of meetings held
(d) Strengthening of the responsibility and accountability system within the Secretariat in order to ensure the timely submission of documents for processing and the timely issuance of documents to Member States and participants at meetings, in accordance with the six-week rule for the availability of documentation	(d) (i) Increased percentage of documents submitted by author departments/offices in accordance with the required deadline (ii) Increased percentage of documents submitted on time, within page limits and issued in accordance with the six-week rule (iii) Increased percentage of documents issued in accordance with the six-week rule
(e) Increased provision of conference services to regional and other major groupings of Member States	(e) Percentage of meetings of regional and other major groupings of Member States provided with conference facilities

^a Shared staffing is dependent on the type and venue of meetings. These indicators are global; the same information is presented for each conference-servicing duty station.

^b Work performed by staff on loan from other duty stations is reflected in workload indicators of receiving duty station.

Strategy

1.12 Within the Conference Management Service at the United Nations Office at Vienna, substantive responsibility for the subprogramme is assigned to the Planning, Coordination and Meetings Section. The Section will focus on:

(a) Assessing the conference-servicing needs of United Nations bodies stationed in Vienna and client organizations (International Atomic Energy Agency, United Nations Industrial Development Organization, Comprehensive Nuclear-Test-Ban Treaty Organization), assisting them in formulating those needs and optimizing the submission of all pre-session documentation through, inter alia, active dialogue with document submitters and committee secretariats in order to establish realistic slotting dates, to set sessional dates and intersessional meetings, and increased upstream outreach in order to provide drafting and pre-editing assistance to substantive secretariats;

(b) Analysing of available conference resources for mandated meetings and optimizing the submission of all pre-session documentation;

(c) Establishing mandated pre-session document needs, managing compliance with existing regulations governing the control and limitation of documentation and establishing capacity planning targets for all processing units in order to improve the timeliness of issuance of mandated pre-session documentation;

(d) Monitoring cost-effective global utilization of conference servicing resources through regular production and delivery of global statistical reports;

(e) Upgrading and further developing the technological capacity in conference services for users and outreach to clients, in order to plan, process, monitor and manage documentation and meeting services more effectively.

Subprogramme 3 Documentation services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials ensuring due respect for the specificity of each language	(a) Increased percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with the quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in percentage of words)

Strategy

1.13 This subprogramme is under the responsibility of the six translation sections and the Text-Processing Section, the Editorial Control Unit and the Library and Linguistic Support Unit. The focus will be on achieving greater cost-effectiveness through the further integration of information technology efficiency tools into the Division's workflow in the areas of editing, referencing, terminology support, translation and contractual translation. This will include:

(a) Development and maintenance of a comprehensive integrated terminology database for the United Nations that is fully accessible to both in-house and off-site users;

(b) Ongoing improvement of referencing working methods, including the possibility of providing ready access for translators, editors and others involved in documents production and processing to the reference materials they need to do their job by creating and maintaining a comprehensive searchable archive of reference materials;

(c) Further improvements in documents planning, management and scheduling, which should make it increasingly possible to avoid resorting to self-revision in cases where maintaining the highest standards of quality and consistency would require full revision;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting full virtualization of the operations.

Subprogramme 4 Meetings and publishing services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) Maintained percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation services (measured in percentage of workdays) (ii) Increased proportion of printing on demand (measured in pages)

Strategy

1.14 This subprogramme is under the responsibility of the Interpretation Section, the Electronic Publishing Unit and the Reproduction and Distribution Unit. During the biennium, emphasis will be placed on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation and publishing services, in particular through optimum allocation of available resources, information-sharing with other duty stations regarding interpretation workload and capacities, sharing of in-house capacities with other duty stations and training of staff in the application of information technology in meeting servicing, interpretation and publishing processes;

(b) Expansion of cost-effective and other modes of documentation publishing;

(c) Expansion of the pool of qualified freelancers who can perform off-site work;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting workload-sharing among conference-servicing duty stations and virtualization of the Division's operations.

D. Conference management, Nairobi²

Subprogramme 2

Planning, development and coordination of conference services

Objective of the Organization: to optimize utilization of meetings and documentation services capacity in a globally coordinated manner

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) Maintained percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of the global capacity of integrated conference services, where feasible and more cost-effective, without adversely affecting the quality of services provided	(b) (i) Increased percentage of capacity utilization for interpretation and documentation services (ii) Increased percentage of shared staffing for meetings held away from established conference-servicing duty stations ^{a,b}
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between the number of meetings planned and the number of meetings held

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| <p>(d) Strengthening of the responsibility and accountability system within the Secretariat in order to ensure the timely submission of documents for processing and the timely issuance of documents to Member States and participants at meetings, in accordance with the six-week rule for the availability of documentation</p> <p>(e) Increased provision of conference services to regional and other major groupings of Member States</p> | <p>(d) (i) Increased percentage of documents submitted by author departments/offices in accordance with the required deadline</p> <p>(ii) Increased percentage of documents submitted on time, within page limits and issued in accordance with the six-week rule</p> <p>(iii) Increased percentage of documents issued in accordance with the six-week rule</p> <p>(e) (i) Percentage of meetings of regional and other major groupings of Member States provided with interpretation services</p> <p>(ii) Percentage of meetings of regional and other major groupings of Member States provided with conference facilities</p> |
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* Shared staffing is dependent on the type and venue of meetings. These indicators are global; the same information is presented for each conference-servicing duty station.

^b Work performed by staff on loan from other duty stations is reflected in workload indicators of receiving duty station.

Strategy

1.15 Within the Division of Conference Services of the United Nations Office at Nairobi, substantive responsibility for the subprogramme is assigned to the Planning and Coordination Section. The Section will focus on:

(a) Assessing conference-servicing needs and planning and coordination of the conference services of the United Nations Environment Programme, and the United Nations Human Settlements Programme and other United Nations system organizations stationed in Nairobi, on the basis of approved mandates and meeting requests and availability of capacity in conference resources at the United Nations Office at Nairobi and other headquarters, and assisting them in formulating those needs in the most cost-effective manner;

(b) Analysing available conference resources for mandated meetings and optimizing submission of all pre-session documentation;

(c) Establishing mandated pre-session document needs, managing compliance with existing regulations governing the control and limitation of documentation and establishing capacity planning targets for all processing units in order to improve the timeliness of issuance of mandated pre-session documentation;

(d) Monitoring cost-effective global utilization of conference-servicing resources through regular production and delivery of global statistical reports;

(e) Upgrading and further developing the technological capacity in conference services for users and outreach to clients in order to plan, process, monitor and manage documentation and meeting services more effectively.

Subprogramme 3 Documentation services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials, ensuring due respect for the specificity of each language	(a) Maintained percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with the quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in percentage of words)

Strategy

1.16 This subprogramme is under the responsibility of the Translation and Editorial Section. Emphasis will be placed on achieving greater cost-effectiveness through the further integration of information technology efficiency tools into the Section's workflow in the areas of editing, referencing, terminology support, translation and contractual translation. This will include:

(a) Development and maintenance of a comprehensive integrated terminology database for the United Nations that is fully accessible to both in-house and off-site users;

(b) Ongoing improvement of referencing working methods, including the possibility of providing ready access for translators, editors and others involved in documents production and processing to the reference materials they need to do their job by creating and maintaining a comprehensive searchable archive of reference materials;

(c) Further improvements in documents planning, management and scheduling, which should make it increasingly possible to avoid resorting to self-revision in cases where maintaining the highest standards of quality and consistency would require full revision;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting full virtualization of the operations.

Subprogramme 4

Meetings and publishing services

Objective of the Organization: to ensure effective multilingual communication among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) Maintained percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation services (measured in percentage of workdays) (ii) Increased proportion of printing on demand (measured in pages)

Strategy

1.17 This subprogramme is under the responsibility of the Interpretation and Publishing Section. The Section will focus on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation and publishing services, in particular through optimum allocation of available resources, information-sharing with other duty stations regarding interpretation workload and capacities, sharing of in-house capacities with other duty stations and training of staff in the application of information technology in meeting servicing, interpretation and publishing processes;

(b) Expansion of cost-effective and other modes of documentation publishing;

(c) Expansion of the pool of qualified freelancers who can perform off-site work;

(d) Design, implementation and sustained maintenance of a robust information and communications technology backbone capable of supporting workload-sharing among conference-servicing duty stations and virtualization of the Division's operations.

Legislative mandates

Relevant articles of the Charter of the United Nations

General Assembly resolutions

S-10/2	Final document of the tenth special session of the General Assembly
43/222 B	Status of the Committee on Conferences
52/12 A and B	Renewing the United Nations: a programme for reform
57/300	Strengthening of the United Nations: an agenda for further change
58/126	Revitalization of the work of the General Assembly
59/309	Multilingualism
59/313	A strengthened and revitalized General Assembly
60/236 A and B	Pattern of conferences
